

## ***Town Clerk & Registrar's Annual Report***

We had three elections – a special state primary, special state election and a Town election. The hard work and planning last year in notifying voters about the four new precincts and the changes made to over 80% of the voters being given a new precinct and/or polling place, continued to pay off as there were minimal issues with voter confusion. We made sure to have the new street/precinct banners and a Town wide voter list at each precinct to assist voters.

The State Department of Public Health is getting ready to start a new initiative with issuing death certificates through an online portal to the local municipalities. This will hopefully lead to a state-wide availability of all vital records. Randolph has been a test site previously in this endeavor as we embrace technology that will make our efforts more cost effective and provide greater customer service.

Last year, we learned that our previous dog licensing software would no longer be supported by the manufacture. After considerable research with other similar sized communities, I was able to acquire new licensing software from SoftRight. They were able to convert almost 98% of the records from the previous program, saving us valuable time and money in registering dogs; especially those that were previously in the system.

As the Assistant Town Manager, I worked on a number of projects, including partnering with the May Center for job training. We welcomed a young adult on the Autism spectrum into the Town Hall doing data entry. I also negotiated a new union contract with the SEIU along with Library Director Sara Slymon. The state and federal government has changed the reimbursement process for communities to receive critical reimbursement after severe storms. I worked with the Police, Fire, DPW, Health and Finance Director to navigate the new reporting system and Randolph is expected to receive \$150,000.

I oversaw the training and implementation of a web and mobile phone based customer service reporting tool called See, Click, Fix. This service allows residents to use a computer or a smart phone to file service calls with the Town and for the Town to complete the repair and respond back to the consumer. I was able to gain access to a state-wide grant that covers the annual costs for three years, saving almost \$20,000. The Town undertook a comprehensive building needs study for the Police and Fire Departments. I chaired the selection committee that chose CDR|Maguire. Following our selection, I worked with CDR|Maguire, the Police Chief, Fire Chief and respective unions to complete the study. The Town Council voted to renovate the Police Station and build a new fire station in North Randolph.

The office of the Town Clerk is the first window that residents see when they enter the Town Hall. We are also the main phone line for the Town. My staff is top-notch and truly believes in delivering top tier customer service to all. We assist everyone professionally. On that note, I would like to thank my office staff for their continued professionalism in meeting the needs of the public - Kristin McDonald, Cheryl Sass, Chris LaCerde and Betty Bertrand, a job well done!

***Respectfully Submitted,  
Brian P. Howard, Town Clerk & Registrar***